

Direct Care Workforce Committee

November 15, 2007, 1 – 3 PM

Pinal – Gila Council for Senior Citizens, 8969 W. McCartney Rd., Casa Grande, 85294

Minutes

1. Alan Schafer called the meeting to order.
2. The minutes from September 27, 2007, were approved.
3. The following Committee membership was recommended, by type of organization and the number of members to represent each category.

Providers	4	These are providers of personal & attendant care, both for-profit and non-profit
Colleges	3	
Assisted Living Facilities	1	Perhaps a representative from AZ ALFA
Advocacy / Consumers	4	Possibly Alzheimer's Association, Governor's Council on DD, individual consumers
Caregivers	2	
ALTCS Program Contractors	2	One rural, one urban
AAA	2	e.g. from Region One or Region V
AHCCCS	1	Alan Schafer
DES	1	From DDD
DHS	1	James Tiffany, AL Licensing
TOTAL	21	

This Committee of 21 members would be considered the steering committee that would make recommendations to the Interagency Council on Long-Term Care. The Committee is staffed by Jutta Ulrich, DES/DAAS. Meetings would be open to the public.

4. The Sub-Committees presented brief reports on their ongoing discussions.
 - a. Standards & Certifications. Diane Logan presented a draft for guidelines (attachment "Training Levels and Career Options"). Transition options for the current workforce might include a grandfather clause, a testing option, or a bridge course in order to meet future guidelines. Feedback included a question about the effectiveness of a 4-hour basic training and a concern about consumers perhaps not understanding the different levels of training.
 - b. Teaching & Delivery Methods. Ted Roush summarized a draft that would distinguish approved training programs from other training or self-study approaches, which would then require a standardized test. He reported there are still many questions about quality control, the need for material in languages other than English, and the determination of an entity that would create and monitor a standardized test.
 - c. Public Education & Marketing. Jutta Ulrich summarized the discussion of a proposal for the a public awareness campaign, interest in a central website for

- employers and job seekers, and a flyer that summarizes current training options and career opportunities (attachment “Career Choices brochure Nov. 07”).
5. Workplan for the Direct Care Workforce Committee. Alan Schafer presented a draft (attachment “Workplan for DCW Committee”) and asked for feedback from committee members via e-mail to Jutta. This plan will be submitted to the Interagency Council on Long-Term Care.
 6. Evaluation of Pilot Projects. CJ O’Connor presented key findings from her evaluation of training-related activities in fiscal year 2007. She reported that over 300 workers have received training with the Principles of Caregiving curriculum; however, only eight agencies have submitted evaluations for their training. CJ will follow-up with other agencies to determine why they are not using the curriculum or why they are not reporting. Feedback from trainers and workers about the content of the instructional material was positive overall. Comments about the train-the-trainers sessions will be used to improve on future trainer workshops. CJ reported that she felt the project was successful. The key findings will be sent to committee members; the whole report is available upon request.
 7. Ongoing Pilot Projects. The Pima Council on Aging is collaborating with Pima Community College on offering more classes and the development of a hybrid course that will combine online lessons with face-to-face instruction. The Pinal-Gila Council for Senior Citizens is planning a meeting for providers to assess needs and develop a plan for training activities. The Area Agency on Aging, Region One, will continue the evaluation process, coordinate several trainer workshops, and produce outreach materials.
 8. Announcements
 - a. Dawn DeMers reported that the members of the Legislative Study Committee met; the second meeting is planned for December 5, 2007, 2 pm, in House Room 3. The purpose of the meetings right now is to obtain comments from the public.
 - b. AHCCCS and DES will receive technical assistance from the Lewin Group and the Paraprofessional Healthcare Institute to research the use of registries and referral websites in other states.
 - c. The DES Division of Developmental Disabilities and the Division of Aging and Adult Services are sponsoring a conference on recruitment and retention of direct care staff. It is planned for March 4, 2008, at the Sheraton Phoenix Airport Hotel.
 9. The next meeting is scheduled for January 17, 1-3 pm, at the offices of AIRES, 2140 W. Greenway Rd., Phoenix.

Prepared by Jutta Ulrich
November 21, 2007

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Attendance

1. Bob Baxter (by phone)	Cypress Home Care Solutions
2. Dawn DeMers	Home Instead Senior Care
3. John Durbin (by phone)	Alzheimer's Association, Desert SW
4. Angela Farley-Schmid (by phone)	Evercare
5. Alicia Horne	Valley of the Sun School and Habilitation Center
6. Ida Jones	Creative Networks
7. Janet Keene (by phone)	Bridgeway Health Solutions
8. Wendy Ketterer	AIRES
9. Susan Kilby (by phone)	Foundation for Senior Living
10. Diane Logan	AIRES
11. Penny Matteson	Complete Comfort Care
12. Robin Moise	AIRES
13. CJ O'Connor	Area Agency on Aging Region ONE
14. Ted Roush	Pima Community College
15. James Tiffany	Dept. of Health Services, Assisted Living Licensing
16. Alan Schafer	AHCCCS
17. Jutta Ulrich	DES, Division of Aging and Adult Services